

Student Analyst IT Support

Are you passionate about resolving a variety of technical issues while ensuring a world-class support experience for your colleagues around the world, ensuring development and maintaining highly effective customer interaction? Then make a smarter move and unleash your potential in Frey.

Role & Responsibilities:

We are expanding our team in Aarhus and are seeking a Student Analyst to be responsible for the installation, configuration, and support of Microsoft Office 365 on various platforms and the daily maintenance of IT equipment. Collaboration with team members to enhance the support experience and participation in product testing, tool building, and piloting new Microsoft Office projects will be key aspects of your role. We expect you to have a service-minded and problem-solving mindset and thrive in an international fast-growing company. We offer a student position of approximately 15-20 hours a week, where your main responsibilities will be:

- Be the main point of contact for all IT-related issues.
- Supporting colleagues with endpoint devices and Microsoft solutions
- Develop, foster, and maintain highly effective customer interaction.
- Support installation, configuration, and support of Microsoft Office 365 on various platforms.
- Update O365 licenses, subscriptions, and user management as necessary.
- Collaborate with People & Culture on developing effective onboarding and off-boarding processes.
- Participate in product testing, tool building, and pilot new Microsoft Office projects.

Expected skills & Experience:

As a Student Analyst at Frey, you are part of an international culture where the corporate language is English, hence we expect you to be comfortable in communicating both in written and verbally in English. Furthermore, we expect that you:

- Are passionate about delivering the ultimate support experience.
- Demonstrate professionalism in resolving customer issues.
- Have experience with Active Directory, Microsoft Exchange Server, Microsoft Server, Microsoft SharePoint, Microsoft Teams for Business, and Microsoft SQL Server Management
- Demonstrate problem-solving skills, including identification of issues, obstacles, and opportunities and development and implementation of effective solutions.
- Experience with troubleshooting scenarios regarding Outlook configuration using POP, IMAP, or Autodiscover service and mail flow configuration.

It would be beneficial if you possess any of the following skills:

- Understanding DNS and O365 Suite and environment.
- Understanding O365 capabilities, plans, service descriptions, and features.
- Experience with desktop administration and remote desktop support.
- Experience with Microsoft Windows operating system environment.
- Experience with server and network administration (Windows or Linux)
- Experience with ITIL methodologies and best practices.
- Experience with POP/IMAP/SMTP.

About Frey:

We optimize containerized agricultural commodity flows by unifying diverse global expertise and backgrounds with an ambition for growth and a strong belief in simple, digital, and transparent trading of commodities providing affordable possibilities for any kind of business. We are entrepreneurs with advanced expertise in trading, logistics, and data that utilize technology and great minds to connect local businesses with suppliers across the globe, enabling new access and opportunity to markets, materials, and products. In short, we make commodity trading easy, efficient, and affordable. By living our values of being Trustworthy, Rethinking, Ambitious, Data-driven, and Entrepreneurial, we re-thinking commodity trading and logistics and built a culture of empowering our employees to challenge the status quo and make a smarter move.

Next step:

Send your application, including a cover letter, CV, and other relevant material to job@freycommodities.com marked "Student Analyst- IT Support".

The application deadline is 18.03.2024.

For additional information and questions regarding the position, please contact Head of Data, Karsten Y. Andersen at kya@freycommodities.com.

We look forward to hearing from you!